

ABSTRACT

Intranet has become popular in many organisations throughout the world. Intranet is widely deployed by corporations to foster communication and data exchange in the office. One of the corporations in Indonesia that has adopted Intranet technology is PT. Caltra, a specific Indonesia, an oil exploration company. This research is carried out to study and measure the user satisfaction of CPI Intranet based on three factors, namely information/content, feature/function and user interface design. Beside that, this research also examines the relationship between user satisfaction with the previous three factors and also with users' computing experiences, Intranet experiences, number of visit to Intranet websites and Intranet accessing time.

The method for this research is using a survey method distributed to the respondents who have been selected randomly and asked to fill in an online questionnaire adapted from the Miller-Doyle approach that gives questions asking about the importance and performance of several factors in CPI Intranet. It is concluded that there is negative relationship between performance and importance of Intranet variables. The variables that are significant to the overall satisfaction of CPI Intranet user are feature/function, and number of visit to the Intranet websites by the Intranet user. Information/content, user interface design, Intranet experiences, user's computing experiences and Intranet accessing time are not significant variable to the overall CPI Intranet user satisfaction.

Keywords: *Intranet, Information/Content, Feature/Function, User Interface Design, User Information Satisfaction (UIS), Gap Analysis.*

TABLE OF CONTENTS

Front Page	
Statement of Purpose	
Supervisor Approval	
ACKNOWLEDGEMENT	
ABSTRACT	
TABLE OF CONTENTS	
LIST OF TABLES	
LIST OF FIGURES	
CHAPTER 1 INTRODUCTION	
1.1 Research Background	
1.2 Research Problem Identification	
1.3 Research Objectives and Benefits	
1.4 Research Scope and Limitations	
1.5 Thesis Organisation	
CHAPTER 2 THEORETICAL FOUNDATION	
2.1 Introduction to Intranet	
2.1.1 Comparisons of Internet and Intranet	
2.1.2 Intranet Core Functions	
2.1.3 Intranet Purposes	
2.1.4 Benefits of Intranet	
2.2 Technology Behind the Intranet	
2.2.1 Hardware	
2.2.2 Software	
2.2.3 Internet Protocols	
2.3 Intranet and Productivity	

2.4 User Information Satisfaction

2.4.1 Kim Model

2.4.2 The Miller-Doyle Approach.....

CHAPTER 3 RESEARCH METHODOLOGY.....

3.1 Research Framework.....

3.2 Research Approach

3.2.1 Research Time and Place

3.2.2 Background of PT. Caltex Pacific Indonesia

3.2.3 CPI Organisation Chart.....

3.2.4 CPI Intranet Implementation.....

3.3 Data Collection Methods

3.3.1 Population and Sample.....

3.3.2 Sampling Method

3.4 Research Instrument.....

3.5 Research Model.....

3.5.1 Dependent Variable.....

3.5.2 Independent Variable

3.6 Hypothesis.....

3.7 Validity and Reliability

3.8 Analysis Method

3.8.1 Gap Analysis

3.8.2 Paired-samples T-test.....

3.8.3 Multiple Linear Regression.....

CHAPTER 4 ANALYSIS AND FINDINGS.....

4.1 General Description

4.1.1 Descriptive Statistic for Importance Score

4.1.2 Descriptive Statistic for Performance Score

4.1.3 Descriptive Statistic for Dependent Variable.....

4.2 Demographic Information.....	
4.2.1 Gender.....	
4.2.2 Age.....	
4.2.3 Education Level.....	
4.2.4 Employee Status.....	
4.2.5 Job Position.....	
4.2.6 Office Location.....	
4.2.7 Year of Services.....	
4.2.8 Computer Experiences.....	
4.2.9 Intranet Experiences.....	
4.2.10 Number of Visit to Intranet Website.....	
4.2.11 Intranet Accessing Time.....	
4.3 Validity and Reliability Analysis.....	
4.4 Gap Analysis.....	
4.5 Hypothesis Testing.....	
4.5.1 Hypothesis I.....	
4.5.2 Hypothesis II.....	
4.5.3 Hypothesis III.....	

CHAPTER 5 CONCLUSIONS AND RECOMMENDATIONS

5.1 Conclusions.....	
5.2 Recommendations.....	

REFERENCES.....

BIBLIOGRAPHY.....

APPENDIX.....

BIOGRAPHY.....

LIST OF TABLES

Table 2.1	Comparisons of Internet and Intranet
Table 2.2	Benefits of Intranet from different point of view.....
Table 4.1	Descriptive Statistics for the Importance of Independent Variables...
Table 4.2	Descriptive Statistics for the Performance pf Dependent Variables...
Table 4.3	Descriptive Statistics for the Dependent Variables.....
Table 4.4	Validity Analysis of Importance Variables.....
Table 4.5	Validity Analysis of Performance Variables
Table 4.6	Reliability Analysis of Importance Variables.....
Table 4.7	Reliability Analysis of Performance Variables.....
Table 4.8	Gap Analysis.....
Table 4.9	Paired-samples T-test For every Variables of CPI Intranet
Table 4.10	Individual T-test for each Variables of CPI Intranet.....

LIST OF FIGURES

Figure 1.1	Growths of CPI Intranet Websites from 1995 to 2002.....
Figure 2.1	A UIS Model
Figure 2.2	UIS Formula
Figure 3.1	Research Framework
Figure 3.2	PT. Caltex Pacific Indonesia Organisation Chart.....
Figure 3.3	Slovin Formula
Figure 3.4	Research Model
Figure 3.5	Gap Analysis Formula.....
Figure 3.6	Multiple Linear Regression Formula.....
Figure 4.1	Pie Chart of Respondents' Gender
Figure 4.2	Pie Chart of Respondents' Age
Figure 4.3	Pie Chart of Respondents' Education Level.....
Figure 4.4	Pie Chart of Respondents' Employee Status
Figure 4.5	Pie Chart of Respondents' Job Position
Figure 4.6	Pie Chart of Respondents' Office Location
Figure 4.7	Pie Chart of Respondents' Years of Services.....
Figure 4.8	Pie Chart of Respondents' Computer Experiences.....
Figure 4.9	Pie Chart of Respondents' Intranet Experiences
Figure 4.10	Pie Chart of Respondents' Number of Visits to Intranet Website.....
Figure 4.11	Pie Chart of Respondents' Intranet Access Time.....
Figure 4.12	Gap Analysis Diagram